

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(Use as many sheets as necessary)</i>				<b>Complete if Known</b>	
				Application Number	09/704,838
				Filing Date	November 1, 2000
				First Named Inventor	Richard E. Sloan
				Art Unit	3694
				Examiner Name	Apple, Kirsten Sachwitz
Sheet	1	of	11	Attorney Docket Number	10761.0183-05

U.S. PATENTS AND PUBLISHED U.S. PATENT APPLICATIONS					
Examiner Initials	Cite No. <sup>1</sup>	Document Number	Issue or Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
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		Country Code <sup>3</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)				
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Examiner Initials	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			
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IDS Form PTO/SB/08: Substitute for form 1449A/PTO				<b>Complete if Known</b>	
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				Art Unit	3694
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Sheet	4	of	11	Attorney Docket Number	10761.0183-05

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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (Use as many sheets as necessary)			Application Number	09/704,838	
			Filing Date	November 1, 2000	
			First Named Inventor	Richard E. Sloan	
			Art Unit	3694	
			Examiner Name	Apple, Kirsten Sachwitz	
Sheet	8	of	11	Attorney Docket Number	10761.0183-05

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	183	Office Action issued in U.S. Patent Application No. 09/520,943; Date Mailed: January 6, 2009.	
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			First Named Inventor	Richard E. Sloan	
			Art Unit	3694	
			Examiner Name	Apple, Kirsten Sachwitz	
Sheet	9	of	11	Attorney Docket Number	10761.0183-05

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			First Named Inventor	Richard E. Sloan	
			Art Unit	3694	
			Examiner Name	Apple, Kirsten Sachwitz	
Sheet	10	of	11	Attorney Docket Number	10761.0183-05

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<sup>1</sup> The search report for PCT/US02/25488 (WO 03/17040) cited, as an "X" document, on June 23, 2002, a press release, "Weblene Communications Unveils New Customer Interaction Software Suite for Enabling Interactive E-Commerce and Customer Service", Business Wire; New York; Apr 20, 1999, pages 1-3. It is suspected that the reference was mis-cited by the PCT search organization, because a press release of the same title and from the same source but of a different date (August 16, 1999, not April 20, 1999) was found. The August 16, 1999, press release is attached.

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				<i>First Named Inventor</i>	Richard E. Sloan
				<i>Art Unit</i>	3694
				<i>Examiner Name</i>	Apple, Kirsten Sachwitz
Sheet	11	of	11	<i>Attorney Docket Number</i>	10761.0183-05

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Examiner Signature	/Kirsten Apple/	Date Considered	05/23/2010
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